

IWUG Online Meeting Minutes

May 5, 2016

Topics discussed:

Announcements

None at this time.

WITS Production Updates

We are currently running version 18.6.2 in WITS. Although there are no large functionality changes within this release, additional guidance documents have been added to the website www.wits.idaho.gov for your reference. We have received multiple inquiries regarding the GPRA Follow-Up Due. In addition to the guidance provided under the ATR tab for using the GPRA Follow-Up Due search tool; we have created a new quick start guide which specifies the actions required to set up an agency alert to notify you when your GPRA assessments are available to complete within the window of compliance. This documentation can be found under the AWA tab on www.wits.idaho.gov. Specifications about which values to enter in the alert fields are provided to ensure that your alerts will show up two weeks prior to the 6-month due date and will extend to the end of the 8-month window of compliance. The Alerts overview has also been updated to include these values.

WITS Development

We will cover upcoming initiatives, such as testing, the current release cycle, and work items that will be included in upcoming releases. We will also discuss WITS Error Workarounds in the current version of WITS and provide an open forum for future training sessions.

Testing and Release Schedule

The upcoming release, which includes 18.7 through 18.7.3, has been loaded into the WITS Training site and testing is under way. The projected timeframe for this release is mid-month if no critical errors are found within the update. The following work items are included with this release and will be pushed to Production in this timeframe:

- ***WI 27329: Episode-Specific Consent Functionality***
This work item will limit Consents to the episode in which they are created. Current WITS functionality allows for Consents to bridge between episodes of care. This resolution will ensure the security of client records and information being consented outside of the agency.
- ***WI 27618: Clinical Dashboard Oversight***
Clinical Dashboard Oversight is a new permission being implemented to allow for greater visibility of the Clinical Dashboard. Staff with this assigned permission will have the ability to select multiple clinicians within the system and view their Clinical Dashboards. This enhancement will allow for greater utilization of the tool and aid in the management of schedules and caseloads.

- **WI 31461: *Selecting Date Picker with Calendar Icon***
To correct the current issue in WITS regarding the ‘date picker’ remaining open until another area of the screen is clicked, this work item will resolve the issue and ensure the calendar does not appear unless the icon has been selected.
- **WI 29697: *Reset Credentials email will display number of hours until link expires.***
Due to the new staff module modification of the Reset Credentials functionality, this work item will identify in the e-mail a 24-hour timeframe in which the link will expire. As these links allow the user to reset all credentials at the same time, security is a large concern, and accessing and resetting login credentials should be completed in a timely manner. This work item will notify the recipient of exactly how much time they have left to reset the system. This will also aid the WITS Help Desk in identifying issues or errors in the expiration timeframes of the Reset Credentials function.
- **WI 29362: *Staff member name will be displayed “last name, first name, professional qualification, job title” when both professional qualification and job title are checked with the option to include in display name.***
Inclusion of both the Professional Qualification and Job Title of a staff member may be desired, and the arrangement of these values has been optimized in the system.
- **WI 31576: *Performance Enhancement/Lag Resolution***
A large amount of the focus in this release set regards the lag issues that have been experienced intermittently, system-wide. The programmers have identified multiple potential root causes for slowness in certain areas of WITS, such as the authorization screens, and efforts to resolve the lag will be implemented in this release.

WITS Error Work-Arounds

The most prominent error in the system concerns the lag and loading times. Unfortunately, there is no current work around; however, we anticipate these issues will be resolved with the upcoming release, mid-month.

For those of you who serve IYTP clients, the GPRA Follow Up Search for IYTP clients is intermittently returning incorrect information about when the GPRA is due. This module is in the process of being rewritten and, although we don’t have a definite timeframe when it will be available, we do expect more information on the resolution of this issue shortly.

For those clients who have multiple episodes of care, you may have noticed that the prior case closed date is populating in the ‘case closed’ field on the Intake screen. This is a low-impact bug that can be corrected by removing the date from the field. It has no effect on the ability to complete activities within the client record.

Open Training Session

Coinciding with the IWUG, we offer a supplemental training session on the third Thursday of each month to discuss any topics that may require an in-system demo. These sessions can be viewed and joined from the Training calendar on the website www.wits.idaho.gov. We invite

providers to offer requests about WITS processes that your staff may be struggling with. We will use those suggestions to create an open Q&A training based around that input. The next training session is scheduled for May 19. No suggestions were offered at this time. Attendees are welcome to call or e-mail the WITS Help Desk with their recommendations any time.

Partner Agency Updates

BPA Health

Michelle Barker

Everyone is invited to attend the Open House that BPA Health is hosting on May 18 directly following the close of ICADD.

Sharon Burke

Some new IDAPA changes will impact BPA's audits. They are planning a couple of webinars in June to explain the basic elements. These will be announced and posted on their website.

A Follow Up Survey will be sent 30 days following a client's discharge. BPA has been notifying agencies when specific clients are eligible for additional services.

Sarah Bartles

At BPA's request, the WITS Help Desk requested FEi to turn off the Case Closure processor which causes authorizations to close if there is no billing against them for 30 days. Sarah explained the split authorizations that end June 30 and start July 1 are necessary due to the change in the fiscal year. She said specific language is being included on the authorizations which instructs providers NOT to accept authorizations with a start date of July 1 until that date arrives. She asked if Sharon or Carissa have any additional clarifications to offer but there were none.

IDHW

Dan Greenleaf

Any clients discharged after July 1, 2016, will be included in the Follow Up Survey. The expectation is that 100% of all surveys will be attempted if not completed. Several lessons were learned from the pilot of the Survey. The discharge timeline will need to be accelerated. Clients who are not receiving services anymore will need to be discharged on the 31st day instead of waiting up to 45 days. Waiting causes the data to be inaccurate and the client may become ineligible to do the survey by then. We need to know how long-term treatment is affecting the community. Receiving that information is critical in receiving funding for it. It's likely that withholds will be attached to the surveys and incentives provided for completion. The process will become more automated. A formal communication will be sent out in the next couple weeks and training will be available. This project is growing and our success as a network is largely tied to this data.

IDOC

Lorenzo Washington

No updates at this time.

IDJC

Liza Clinger

No updates at this time.

ISC

Lynn Proctor

No updates at this time.

Provider Agency Updates

We wanted to introduce and welcome a new provider to the SUD provider network and give them an opportunity to tell us a little bit about their agency, location and any other information they would like to share. This month, Rebecca Cady from Wellness Enhancement Center of Idaho, Inc., was planning to join us but apparently was unable to attend today.

Work Group Updates

No updates at this time.

Upcoming Provider Work Groups

No updates at this time.

Training

None at this time.

Q/A:

Q: Lori @ Life Counseling Center said she received discharge report from BPA that was run in April and asked why it still contained names of several clients that were discharged several months prior to then.

A: Sharon asked Lori to send the list to Molly Zuniga, and Carissa asked her to send it to the WITS Help Desk e-mail. Lori said she has done that. Molly and Carissa will follow up on this.